
Call-Back Queuing to Conventional Mains

The CBQCM feature allows call originators at a Conventional main to access the CBQ feature at an ESN node.

Eligibility

When a telephone at a Conventional main originates a network call through an ESN node, the NCOS assigned to the incoming trunk group is used to determine the CBQCM eligibility. This NCOS, as well as the incoming trunk group, must be defined as CBQ eligible.

Offer

The CBQCM offer to the call originator at a Conventional main consists of an optional recorded announcement followed by special (interrupted) dial tone. (The announcement and tones are provided from the ESN node.) To accept the CBQCM offer, the call originator dials the extension number associated with the telephone being used for the call. When the last digit of the extension number is dialed, a confirmation tone (three 256-ms bursts of dial tone) is sent from the ESN node to the call originator. The call is placed in the CBQ at the ESN node when the call originator goes on hook.

The CBQCM offer can be refused by going on-hook any time before the last digit of the extension number is dialed, or by remaining off-hook for longer than 30 seconds after receipt of the confirmation tone. If the CBQCM is neither accepted nor rejected within 30 seconds, the caller is given overflow tone (from the ESN node) and the call is disconnected.

Callback

When an outgoing trunk becomes available at the ESN node, it is seized and slow outpulsing is started. The ESN node then seizes a tie trunk (see note) to the Conventional main and outpulses the extension number of the call originator. The call originator must answer the callback before slow outpulsing is completed, otherwise, the callback is cancelled and the outgoing trunk is released.

Note: If no tie trunks are currently available to the Conventional main, the node releases the outgoing trunk. The CBQCM call retains its position in the queue but is not offered another outgoing trunk until a tie trunk to the Conventional main becomes available.

When the call originator answers the CBQCM callback, answer supervision must be transmitted from the Conventional main to the ESN node. Upon receipt of answer supervision from the Conventional main, the ESN node transmits a tone (three, 256-ms bursts of dial tone) to notify the call originator that the call is a CBQCM callback, and completes the call.

If the call originator's telephone is busy, or the originator does not answer when the callback is placed, the ESN node places the call in a suspended state for 5 minutes. After 5 minutes, another callback is attempted if the outgoing trunk is free. If the telephone which originated the call is still busy, or does not answer, the ESN node cancels the callback.

No provision is made for CBQCM cancellation by a call originator at a Conventional main. Once the CBQCM offer is accepted, the call remains in the queue until the ESN node initiates a callback.

Requirements

Station users at Conventional Mains cannot activate Ring Again to refuse expensive routes after the ERWT is given.

The ESN node seizes the same tie trunk group that was used to initiate CBQCM for the CBQCM callback. Thus, these trunk groups must be two-way (incoming/outgoing).

Conventional Mains must provide answer supervision on tie trunks connected to the ESN node. These switches must also permit transmission or repetition of telephone dial pulses for CBQCM operation. This feature cannot be used with systems that operate in senderized mode. Operation may require adjustment of the interdigit timeout on systems that employ simulated cut-through operation.

Multiple callback queues are allowed per trunk group for the Conventional main by dialing any digits (up to 7) based on the availability of SL-1 call registers.

Conventional Mains must not allow CBQCM callback calls to be modified by call transfer or call forward to an outside line. Call modifications like this can result in the tie trunk not being released at the end of the call.

